



SPECIAL ALERT

Update from the California Student Aid Commission

STATE OF
CALIFORNIA



September 18, 2014

GSA 2014-29

TO: Financial Aid Administrators

FROM: Catalina G. Mistler 
Chief, Program Administration & Services Division

SUBJECT: **Contact Information in WebGrants – Update Reminder**

This Special Alert from the California Student Aid Commission (Commission) reminds institutions of the requirement to update the "Contact Information" page in WebGrants. In our recent efforts to communicate directly with many campuses, we found that a large number of institutional contact information has not been updated over the years. Unfortunately, this impacts the opportunity to communicate effectively with Cal Grant campus administrators.

It is imperative that WebGrants contact information be updated as:

- Article II Item G of the Cal Grant Program Institutional Participation Agreement, requires institutions to "...maintain a current designation of individuals who are responsible for coordinating and communicating with the Commission on matters related to the provisions of this Agreement." This designation is made in WebGrants.
- Outdated or incomplete information delays notification to campus administrators and students on urgent matters.
- Commission staff need direct phone numbers for contacts; if an extension is required, it may be entered in the "Comment" section of the contact record.

Commission staff will begin confirming and updating the contact information as we communicate with campus staff. Please make every effort to update the contact information to assist us in resolving program and student issues.

Need to contact us?

- Institutional Support phone number: (888) 294-0153
- E-mail: schoolsupport@csac.ca.gov

Working together to effectively promote education beyond high school!